1 Your mobile .....

(1) Depending on your network operator.

OT-355D
ALCATEL
mobile phones

1.1 Keys

Navigation key
Confirm an option (press the middle of the key)
Access to menu (short keypress)
Show/hide shortlist menu(long keypress)

Pick up
Send a call
Access call memory (short keypress)
Access to Fake call (long keypress)

Switch on/Switch off the telephone (long keypress)
End call
Return to the idle screen

Left softkey

Right softkey

Access your voicemail (long keypress)

Input the "#" in Idle

In idle screen:
Long/short keypress: Lock/Unlock the keypad

In edit mode:
Short keypress: input space
Long keypress: switch language
Fn key + Space: switch input mode

In idle screen:
Press to access shortcuts
Fn + P: access to Profiles
Fn + Q: access to Clock
Fn + S: access to Notes
In edit mode:
Press once to input top-half character.
Press twice to lock top-half inputting mode, then press once to unlock top-half inputting mode.

Long keypress: access to Dictionary.

In edit mode:
Short press: popup symbol page to select special character by navigation key
Long press & Fn+SYM: popup smileys page to select special smileys by navigation key

Delete one by one (short keypress)
Delete one by one quickly (long keypress)

Switch the uppercase and minuscule (in edit screen)

Return a cursor to the next line.

1.2 Main screen icons (1)

Battery charge level

Vibrate alert: Your phone vibrates, but does not ring or beep with the exception of the alarm.

Headset connected.

Keypad locked.

SIM1(2) Call forwarding activated: your SIM1(2) calls are forwarded.

(1) The icons and illustrations in this guide are provided for informational purposes only.

Alarm clock.

SIM1(2) Level of network reception.

SIM1(2) Voicemail message arrived.

Missed calls.

Radio is on.

Stopwatch is active.

WAP alerts (1).

Roaming.

SIM1(2) GPRS connection status (Gray - Activated).

SIM1(2) GPRS attached.

Message receipt in progress.

Silence mode: your phone neither rings, beeps nor vibrates.

Message unread.

Message list is full: your terminal cannot accept any new messages. You must access the message list and delete at least one message on your SIM card.

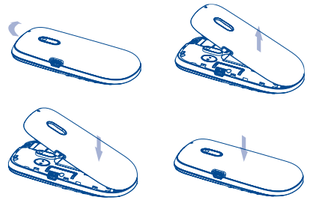
Flight mode.

(1) Depending on your network operator.
(2) Contact your network operator to check service availability.

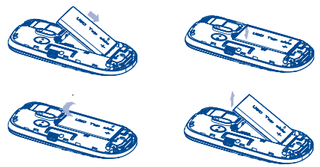
2 Getting started .....

2.1 Set-up

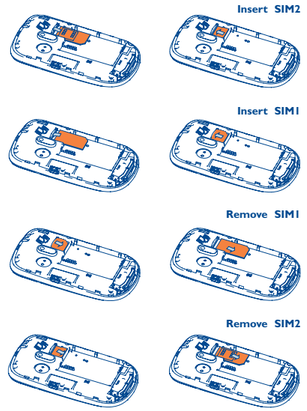
Removing or installing the back cover



Installing or removing the battery



Inserting or removing the SIM card



Place the SIM card with the chip facing downwards and slide it into its housing. Make sure that it is correctly inserted. To remove the card, press the bottom and slide it out. Please power off your phone before you remove the SIM card.

2.2 Power on your phone

Hold down the key until the telephone powers on.

2.3 Power off your phone

Hold down the key until the telephone power off.

3 Calls.....

3.1 Making a call

Dial the desired number then press the key to place the call. If you make a mistake, you can delete the incorrect digits by pressing the right softkey or key.

To hang up the call, press the key.

Making an emergency call

If your phone has network coverage, dial emergency number and press the key to make an emergency call. This works even without a SIM card and without typing the PIN code or unlocking the keypad.

3.2 Call memory

You can access your call memory by pressing the key from the idle screen, including the following options for either SIM card: "**Outgoing calls**", "**Missed calls**", "**Answered calls**".

4 Menu arrange.....

Main Menu is designed to vary according to your preference.

Change the order

From main menu, press left softkey and select "**Move**" or long keypress key till tick "√" is shown, then move the cursor to your favorite destination and confirm with key.

Show/Hide

Access "**Menu arrange**", press key till tick ("√") show or off, it will show/hide some main menu.

5 Messages .....

5.1 Messages: Text/Multimedia message

5.1.1 Create message

From the main menu select "**Messages**" to create text/multimedia message.
You can type a message and select to send it to a recipient in either the SIM1 or SIM2 directory.

You can type a message and you can also modify a predefined message in **Templates** or customise your message by adding pictures, photos, sounds, titles, etc (only available while editing a MMS). While writing a message, select "**Options**" to access all the messaging options.You can save your messages that you send often to **Drafts** or **Templates** (MMS only).

5.1.2 Inbox/Outbox

You can check the details of messages contained on either SIM card from Inbox/Outbox.

5.2 Email (1)

Your phone has an email client with the settings predefined for a few popular email services like – GoogleMail, Windows live, Yahoo, AOL,etc(2).

6 Directory .....

6.1 Consulting your directory

To access the **Directory** from the main screen, press the key and select the icon.

You can check contact details on either SIM1/SIM2 and also Copy between SIM1/SIM2 and the Phone directory. From "**Directory Management**", select the "**Default Storage**" option and choose your preferred SIM card on which to save information.

(1) HTML email and image in email not supported.
(2) Depending on your operator.

6.2 Adding a contact

Select the contacts list in which you wish to add a contact to, press the "**Options**" softkey, select "**Add contact**" then Save.

7 Fake call.....

Protect yourself from annoying situations with the "**Fake call**". In this menu you can set "**Caller name/nb**", "**Call time**" and "**Ringtone**".
When the timer reaches, the phone will ring and display like receiving a real phone call. Press key, pretend answering a call, the screen will display just like have an ongoing call. Press key, pretend to reject the call, the call will terminate automatically.

8 FM Radio.....

Your phone is equipped with a Radio (1) with RDS functionality. You can use the application as a traditional Radio with saved channels or with parallel visual information related to the radio program on the display, if you tune to stations that offer Visual Radio service. You can listen to it while running other applications.

9 Internet(2) .....

9.1 WAP .....

Access WAP options: **Homepage**, **Bookmarks**, **Go to URL**, **Recent pages**, **Offline pages**.

(1) The quality of the radio depends on the coverage of the radio station in that particular area.
(2) Depending on your network operator. May cause additional network charges for data flow to provide this service. Extra fees might also be charged in roaming states.

9.2 Weather .....

Your phone is equipped with a weather function for consulting up to 3-day forecast of favorite cities.

9.3 News .....

It is a huge time saver providing news updates from a website in a simple form. Once subscribed to a channel, it gives you the ability to track and manage all your favorite RSS content on your mobile phone at anytime, anywhere!

Available options:

View	Message title or message summary of a channel with URL will be shown.
Update	Refresh the content of a channel.
Create channel	Create a new channel with name and URL.
Delete	Delete the channel.
Edit	Edit the name or URL of a channel.
Update all	Refresh all channels.
Settings	Select a regular interval to retrieve updates automatically, as well as a WAP account to connect to.
Enable/Disable all auto-update	Activate auto-update or not to all channels.

10 ICE contact .....

ICE (in case of emergency) are 3 numbers emergency services can call if you have an accident, you can also add useful information such as blood type, allergy. Access to "**ICE contact**" menu from main menu and below options are available: View, Add/Edit, Delete.

11 Games.....

Your phones includes some games, Select "**Game settings**", it allows you to manage settings, in which you may set background audio and vibration alert.

12 Camera.....

Your mobile phone is fitted with a camera for taking photos that you can use in different ways:

- Store them in your "Media album\My creations".
- Send them in a multimedia message (MMS) to a mobile phone or an email address.
- Send them directly by Email.
- Customise your main screen.
- Select them as incoming call image to a contact in your directory.

13 Profiles.....

With this menu, you may personalise ringtones for different events and environments.

14 Media album.....

You will have an access to all audio and visual files stored in phone or in Medium Album. You can access a number of items with this option: **My audios**, **My images**, **Unknown files** and **Memory status**.

15 Services.....

Contact your network operator to check service availability.

16 Others.....

16.1 Calendar .....

Once you enter this menu from main menu, there is a monthly-view calendar for you to keep track of important meetings, appointments, etc. Days with events entered will be marked in color.

16.2 Calculator .....

Access this feature by selecting "**Calculator**" from the main menu.
Enter a number, select the type of operation to be performed using the navigation keys, and enter the second number, then press key or left softkey to display the result.

16.3 Notes.....

You can create a note in text or voice format by accessing "**Notes**" from main menu.

16.4 Tasks .....

Enable you to easily manage and track the progress of an task with priorities. All the tasks will be sorted by due date.

16.5 Clock .....

16.5.1 Alarm

Your mobile phone has a built-in alarm clock with a snooze feature.

16.5.2 Clock

Allow you to have settings of date and time, including 12/24h format.

16.5.3 World clock

The World clock shows current local time and the time zone in different cities.

16.5.4 Stopwatch

The stopwatch is a simple application for measuring time with the possibility to register several results and suspend/resume measurement.

16.6 Converter .....

Unit converter and Currency converter.

17 Settings.....

From the main menu, select the menu icon and select the function of your choice in order to customise your telephone: Dual SIM settings, Display, Languages, Headset, Input mode, Vocabulary, Keys, Security, Networks, Call settings, Connectivity, Restore default set.

17.1 Dual SIM settings

You can switch easily between either SIM card using the following options:
Dual SIM open: you may receive calls in either SIM card but can only take one call from one SIM card at a time. Both SIM cards can send and receive SMS messages.
Only SIM1 open: SIM2 card is deactivated; SIM2 calls, messages and voicemail are not accessible.
Only SIM2 open: SIM1 card is deactivated; SIM1 calls, messages and voicemail are not accessible.
Flight mode: no calls/messages are accessible in this mode.

Standby time will be less if using dual SIM function.

17.2 Keys

You may set the keypad to which you prefer to.
Fn + Keys: you may define the combined Fn key function and to get shortcuts with below options: Edit/Add/Delete.

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Prolonged exposure to music at full volume on the music player may damage the listener's hearing. Set your phone volume safely. Use only headphones recommended by TCT Mobile Limited and its affiliates.

IP3274_355D_QG_Eng_GB_11_101022.indd 1
2010-10-22 10:24:30

17.3 Security

Set SIM1 and SIM2 security using the following options: SIM1(2) security setup, Phone code.

17.4 Networks

You may choose the network of either SIM card and set it as your preferred network.

17.5 Call settings

You can configure individual options for both SIM1 and SIM2, such as Caller ID, Call waiting, Call forwarding, Call barring and Line switching.

My numbers

Type in or modify your telephone number and confirm by pressing OK. Your telephone number is usually written on your SIM card.

Billings (1)

You can access different items with this option: **Amount**, **Duration**, **GPRS counter**, **Beep duration**.

(1) Depending on your network operator.

18 Latin input mode.....

To write messages, there are two writing methods:

- Normal: this mode allows you to type a text by choosing a letter or a sequence of characters associated with a key.
- Predictive with the Zi mode: This mode speeds up the writing of your text.

Fn key Fn: Press once: input top-half character, Press twice: lock top-half character inputting mode, then press once to unlock top-half character inputting mode.
Long press: access to Dictionary

Sym key: Short keypress: access the Symbols table
Long keypress & Fn + Sym: popup smileys page

Space key: Short press: input space
Long press: press to switch language
Fn+Space: switch input mode

Shift key: In abc (Multitapabc) input mode (no Abc mode):
Short press once: only switch one character from minuscule to uppercase
Short press twice: lock uppercase input mode
Short press once: unlock the uppercase
In eZiabc (Smartabc) input mode:
Short press once: to eZi ABC
Short press twice: to eZi Abc

Del key: Short keypress: delete one by one
Long keypress: delete one by one quickly

Safety and use

We recommend that you read this chapter carefully before using your phone. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein.

• **TRAFFIC SAFETY:**

Given that studies show that using a mobile phone while driving a vehicle constitutes a real risk, even when the hands-free kit is used (car kit, headset...), drivers are requested to refrain from using their mobile when the vehicle is not parked.

When driving, do not use your phone and headphone to listen to music or to the radio. Using a headphone can be dangerous and forbidden in some areas.

When switched on, your phone emits electromagnetic waves that can interfere with the vehicle's electronic systems such as ABS anti-lock brakes or airbags. To ensure that there is no problem:

- do not place your phone on top of the dashboard or within an airbag deployment area.
- check with your car dealer or the car manufacturer to make sure that the dashboard is adequately shielded from mobile phone RF energy.

• **CONDITIONS OF USE:**

You are advised to switch off the telephone from time to time to optimise its performance.

Switch the phone off before boarding an aircraft.

Switch the phone off when you are in health care facilities, except in designated areas. As with many other types of equipment now in regular use, mobile telephones can interfere with other electrical or electronic devices, or equipment using radio frequency.

Switch the phone off when you are near gas or flammable liquids. Strictly obey all signs and instructions posted in a fuel depot, petrol station, or chemical plant, or in any potentially explosive atmosphere.

When the phone is switched on, it should be kept at least 15 cm from any medical device such as a pacemaker, a hearing aid or insulin pump, etc. In particular when using the phone, you should hold it against the ear on the opposite side to the device, if any.

To avoid hearing impairment, pick up the call before holding your phone to your ear. Also move the handset away from your ear while using the "hands-free" mode because the amplified volume might cause hearing damage.

Do not let children use the phone and/or play with the telephone and accessories without supervision.

When replacing the cover please note that your phone may contain substances that could create an allergic reaction.

Always handle your phone with care and keep it in a clean and dust-free place.

Do not allow your phone to be exposed to adverse weather or environmental conditions (moisture, humidity, rain, infiltration of liquids, dust, sea air, etc). The manufacturer's recommended operating temperature range is -10°C to +55°C.

At over 55°C the legibility of the phone's display may be impaired, though this is temporary and not serious.

Emergency call numbers may not be reachable on all cellular networks. You should never rely only on your phone for emergency calls.

Do not open, dismantle or attempt to repair your mobile phone yourself.

Do not drop, throw or bend your mobile phone.

Do not paint it.

Use only batteries, battery chargers, and accessories which are recommended by TCT Mobile Limited and its affiliates and are compatible with your phone model. TCT Mobile Limited and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.

Remember to make back-up copies or keep a written record of all important information stored in your phone.

Some people may suffer epileptic seizures or blackouts when exposed to flashing lights, or when playing video games. These seizures or blackouts may occur even if a person never had a previous seizure or blackout. If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult your doctor before playing video games on your phone or enabling a flashing-lights feature on your phone.

Parents should monitor their children's use of video games or other features that incorporate flashing lights on the phones. All persons should discontinue use and consult a doctor if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, involuntary movements, or disorientation. To limit the likelihood of such symptoms, please take the following safety precautions:

- Do not play or use a flashing-lights feature if you are tired or need sleep.
- Take a minimum of a 15-minute break hourly.
- Play in a room in which all lights are on.
- Play at the farthest distance possible from the screen.
- If your hands, wrists, or arms become tired or sore while playing, stop and rest for several hours before playing again.
- If you continue to have sore hands, wrists, or arms during or after playing, stop the game and see a doctor.

When you play games on your phone, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. Follow the instructions to avoid problems such as tendinitis, carpal tunnel syndrome, or other musculoskeletal disorders.

Prolonged exposure to music at full volume on the music player may damage the listener's hearing. Set your phone volume safely. Use only headphones recommended by TCT Mobile Limited and its affiliates.

• **PRIVACY:**

Please note that you must respect the laws and regulations in force in your jurisdiction or other jurisdiction(s) where you will use your mobile phone regarding taking photographs and recording sounds with your mobile telephone. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and duplicate or distribute them, as this may be considered to be an invasion of privacy. It is the user's sole responsibility to ensure that prior authorisation be obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person; the manufacturer, the seller or vendor of your mobile phone (including the operator) disclaim any liability which may result from the improper use of the mobile phone.

• **BATTERY:**

Before removing the battery from your phone, please make sure that the phone is switched off.

Observe the following precautions for battery use:

- Do not attempt to open the battery (due to the risk of toxic fumes and burns).
- Do not puncture, disassemble or cause a short-circuit in a battery,
- Do not burn or dispose of a used battery in household rubbish or store it at temperatures above 60 °C.

Batteries must be disposed of in accordance with locally applicable environmental regulations. Only use the battery for the purpose for which it was designed. Never use damaged batteries or those not recommended by TCT Mobile Limited and/or its affiliates.

This symbol on your telephone, the battery and the accessories means that these products must be taken to collection points at the end of their life:

- Municipal waste disposal centres with specific bins for these items of equipment
- Collection bins at points of sale.

They will then be recycled, preventing substances being disposed of in the environment, so that their components can be reused.

In European Union countries:

These collection points are accessible free of charge.

All products with this sign must be brought to these collection points.

In non European Union jurisdictions:

Items of equipment with this symbol are not to be thrown into ordinary bins if your jurisdiction or your region has suitable recycling and collection facilities; instead they are to be taken to collection points for them to be recycled.

CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS

• **CHARGERS**

Mains powered chargers will operate within the temperature range of: 0 °C to 40 °C.

The chargers designed for your mobile phone meet with the standard for safety of information technology equipment and office equipment use. Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may not work in another jurisdiction. They should be used for this purpose only.

• **RADIO WAVES:**

Proof of compliance with international standards (ICNIRP) or with European Directive 1999/5/EC (R&TTE) is required of all mobile phone models before they can be put on the market. The protection of the health and safety for the user and any other person is an essential requirement of these standards or this directive.

THIS MOBILE PHONE COMPLIES WITH INTERNATIONAL AND EUROPEAN REQUIREMENTS REGARDING EXPOSURE TO RADIO WAVES.

Your mobile phone is a radio transmitter/receiver. It was designed and manufactured to comply with the radiofrequency (RF) exposure thresholds recommended by international requirements (ICNIRP) (1) and by the Council of the European Union (Recommendation 1999/519/EC) (2).

These limits are part of a set of requirements and establish authorised radiofrequency levels for the public. These limits were established by independent groups of experts on the basis of regular and detailed scientific assessments. They include a significant safety margin intended to ensure the safety of all, regardless of age or state of health.

The exposure standard for mobile phones is determined by a measurement unit known as the Specific Absorption Rate or "SAR". The SAR limit is set by international requirements or by the Council of the European Union at 2 watts/kilogram (W/kg) averaged over 10 grams of body tissue. The tests used to determine SAR levels were carried out on the basis of standard usage modes with the phones transmitting at their maximum power level over the entire range of frequency bands.

Although the SAR was established at the highest certified level, the actual SAR level for the mobile phone during use is generally much lower than the maximum values. In fact, since mobile phones are designed to operate at many different power levels, they only use the minimum level of power required to provide a connection to the network. In theory, the closer you are to a base station antenna, the lower the power level required by the mobile phone.

(1) The ICNIRP requirements are applicable in the following regions: Central America (except Mexico), South America, North and South Africa, Pacific Asia (except Korea), Australia.
(2) The European recommendation (1999/519/EC) is applicable in the following regions: Europe, Israel.

The highest tested SAR value for this mobile phone for use at the ear and compliance against the standard is 0.85 W/kg. While there may be differences between the SAR levels on various phones and at various positions, they all meet the relevant International guidelines and EU requirements for RF (radio-waves) exposure.

The World Health Organisation (WHO) considers that present scientific information does not indicate the need for any special precautions for use of mobile phones. If individuals are concerned, they might choose to limit their own or their children's RF exposure by limiting the length of calls, or using "hands-free" devices to keep mobile phones away from the head and body (fact sheet n° 193). Additional information about electromagnetic fields and public health are available on the following site: http://www.who.int/peh-emf.

Although no danger relating to the use of telephone was ever proved, the World Health Organisation advises as a precautionary measure to use your telephone with a good level of network reception as indicated on the telephone display (4 to 5 bars). It is also advised to keep the telephone, during communications, away from the belly of pregnant women and from the lower abdomen for teenagers.

Your telephone is equipped with a built-in antenna. For optimal operation, you should avoid touching it or degrading it.

As mobile devices offer a range of functions, they can be used in positions other than against your ear. In such circumstances the device will be compliant with the guidelines when used with headset or usb data cable. If you are using another accessory ensure that whatever product is used is free of any metal and that it positions the phone at least 2cm away from the body.

OT-355D operate in DSDS mode (Dual SIM Dual Stand-by)

• **LICENCES**

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General information .....

- **Internet address**: www.alcatel-mobilephones.com
- **Hot Line Number**: see "TCT Mobile Services" leaflet or go to our Internet site.

On our Internet site, you will find our FAQ (Frequently Asked Questions) section. You can also contact us by e-mail to ask any questions you may have.

An electronic version of this user guide is available in English and other languages according to availability on our server: www.alcatel-mobilephones.com

Your telephone is a transceiver that operates on GSM networks with 900 and 1800 MHz bands.

CE 1588

This equipment is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. The entire copy of the Declaration of Conformity for your telephone can be obtained through our website: www.alcatel-mobilephones.com.

Protection against theft (1)

Your telephone is identified by an IMEI (phone serial number) shown on the packaging label and in the product's memory. We recommend that you note the number the first time you use your telephone by entering * # 0 6 # and keep it in a safe place. It may be requested by the police or your operator if your telephone is stolen. This number allows your mobile telephone to be blocked preventing a third person from using it, even with a different SIM card.

Disclaimer

There may be certain differences between the user manual description and the phone's operation, depending on the software release of your telephone or specific operator services.

(1) Contact your network operator for service availability.

Telephone warranty .....

Your phone is warranted against any defect or malfunctioning which may occur in conditions of normal use during the warranty period of twelve (12) months (1) from the date of purchase as shown on your original invoice.

Batteries (2) and accessories sold with your phone are also warranted against any defect which may occur during the first six (6) months (1) from the date of purchase as shown on your original invoice.

In case of any defect of your phone which prevents you from normal use thereof, you must immediately inform your vendor and present your phone with your proof of purchase.

If the defect is confirmed, your phone or part thereof will be either replaced or repaired, as appropriate. Repaired Phone and accessories are entitled to a one (1) month warranty for the same defect. Repair or replacement may be carried out using reconditioned components offering equivalent functionality.

This warranty covers the cost of parts and labor but excludes any other costs.

(1) The warranty period may vary depending on your country.
(2) The life of a rechargeable mobile phone battery in terms of conversation time standby time, and total service life, will depend on the conditions of use and network configuration. Batteries being considered expendable supplies, the specifications state that you should obtain optimal performance for your phone during the first six months after purchase and for approximately 200 more recharges.

This warranty shall not apply to defects to your phone and/or accessory due to (without any limitation):

1) Non-compliance with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your phone is used,
2) Connection to any equipment not supplied or not recommended by TCT Mobile Limited,
3) Modification or repair performed by individuals not authorised by TCT Mobile Limited or its affiliates or your vendor,
4) Inclement weather, lightning, fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation…

Your phone will not be repaired in case labels or serial numbers (IMEI) have been removed or altered.

There are no express warranties, whether written, oral or implied, other than this printed limited warranty or the mandatory warranty provided by your country or jurisdiction.

"In no event shall TCT Mobile Limited or any of its affiliates be liable for indirect, incidental or consequential damages of any nature whatsoever, including but not limited commercial or financial loss or damage, loss of data or loss of image to the full extent those damages can be disclaimed by law.

Some countries/states do not allow the exclusion or limitation of indirect, incidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to you."

Troubleshooting.....

Before contacting the aftersales department, you are advised to follow the instructions below:

- You are advised to switch off the telephone from time to time to optimise its performance.
- You are advised to fully charge ( ) the battery for optimal operation.
- Avoid storing large amounts of data in your telephone as this may affect the performance of your telephone.

and carry out the following checks:

My mobile phone will not switch on

- Press until the screen comes on
- Check the battery charge level
- Check the battery contacts, remove and reinstall your battery, then turn your telephone back on

My phone has not responded for several minutes

- Press the key
- Remove the battery and re-insert it, then switch the phone back on

My screen is difficult to read

- Clean your screen
- Use your mobile phone in accordance with the recommended conditions of use

My mobile phone turns off by itself

- Check that your keypad is locked when you are not using your mobile phone
- Check the battery charge level

My mobile phone will not charge properly

- Make sure that your battery is not completely discharged; the battery charge indicator can take several minutes and may be accompanied by a quiet whistling sound
- Make sure charging is carried out under normal conditions (0°C – +40°C)
- Make sure your battery is inserted. It must be inserted before

plugging in the charger

- Make sure you are using an Alcatel battery and charger in the box
- When abroad, check that the electrical current is compatible

My mobile phone will not connect to a network

- Try connecting in another location
- Verify the network coverage with your operator
- Check with your operator that your SIM card is valid
- Try selecting the available network(s) manually
- Try connecting at a later time if the network is overloaded

SIM card error

- Make sure the SIM card has been correctly inserted
- Verify with your operator that your SIM card is 3V or 1.8V compatible; the old 5V SIM cards cannot be used
- Make sure the chip on your SIM card is not damaged or scratched

Unable to make outgoing calls

- Make sure you have dialled a valid number and press the key
- For international calls, check the country and area codes
- Make sure your mobile phone is connected to a network, and that the network is not overloaded or unavailable
- Check your subscription status with your operator (credit, SIM card valid, etc.)
- Make sure you have not barred outgoing calls

Unable to receive incoming calls

- Make sure your mobile phone is switched on and connected to a network (check for overloaded or unavailable network)
- Check your subscription status with your operator (credit, SIM card valid, etc.)
- Make sure you have not forwarded incoming calls
- Make sure that you have not barred certain calls

The caller's name does not appear when a call is received

- Check that you have subscribed to this service with your operator
- Your caller has concealed his/her number

The sound quality of the calls is not optimal

- You can adjust the volume during a call by means of the key
- Check the network strength

I am unable to use the features described in the manual

- Check with your operator to make sure that your subscription includes this service
- Make sure this feature does not require an Alcatel accessory

When I select a number from my directory, the number is not dialled

- Make sure that you have correctly recorded the number in your file
- Make sure that you have selected the country prefix when calling a foreign country

I am unable to create a file in my directory

- Make sure that your SIM card directory is not full; delete some files or save the files in the product directory (i.e. your professional or personal directories)

My callers are unable to leave messages on my voicemail

- Contact your network operator to check service availability

I cannot access my voicemail

- Make sure your operator's voicemail number is correctly entered in "**My numbers**"
- Try later if the network is busy

I am unable to send and receive messages MMS, Vox MMS

- Check your phone memory available as it might be full
- Contact your network operator to check service availability and check MMS parameters
- Verify the server centre number or your MMS profile with your operator
- The server centre may be saturated; try again later

The icon is displayed on my standby screen

- You have saved too many short messages on your SIM card; delete some of them or archive them in the product memory

"No service" is displayed

- You are outside of the network coverage area

I have already entered 3 incorrect PIN codes

- Contact your network operator to obtain the PUK code (Personal Unblocking Key)

I am unable to download new files

- Check for free space
- Delete some files
- Check your subscription status with your operator

My mobile phone is frozen, can't power on

- Make sure your battery is not completely used up or damaged.
- Remove your battery, remove your SIM card then reinstall them to power on again, if still does not work;
- Hold down # key and press Power on/off key for a while to reset the phone.

ALL User phone data: contacts, photos, messages and files, downloade applications like Java games will be lost permanently.

How to make your battery last longer

- Make sure you follow the complete charge time (minimum 3 hours)
- After a partial charge, the battery level indicator may not be exact. Wait for at least 20 minutes after removing the charger to obtain an exact indication.
- Switch on the backlight upon request.
- Extend email auto-check interval to as long as possible.
- Update news, weather info. upon demand manually or set its auto-check interval longer.

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